

## GTCC Monthly HL3 APC Teleconference Meeting Minutes

<b>Meeting Name</b>	GTCC Monthly HL3 APC Teleconference
<b>Meeting Chair</b>	DON eBusiness Operations Office
<b>Date</b>	1 June 2004
<b>Time/Location</b>	2:00 – 2:30 pm

### Attendees

Command Name		
DONEBUSOPSOFF	NAVSEA	NAVSUP
BUMED	LANTFLT	ONR
BUPERS	NAVAIR	PACFLT
CNI	NAVEUR	SPAWAR
FSA	NAVFAC	SPECWAR
FMO	NAVSEA	

### Meeting Agenda/Objectives Items

Objective #	Objectives
1.	APC Conference
2.	New Bank Projects
3.	Delinquency Rate
4.	Travel Card Periodic Notices (TCPNs)
5.	HL3 General Discussion
6.	Next Teleconference

### Meeting Minutes/Action Items

Agenda #	Minutes
<b>1.</b>	<b>APC Conference</b>
	Where and When? The conference will be held February 28 – March 4, 2005 in LA Ca. More information and registration will be posted on the website in the future.
	Don't forget the GSA Smartpay Conference coming up 24-26 August in New Orleans, LA.
<b>2.</b>	<b>New Bank Projects</b>
	Ad Hoc Reporting is a new tool from BOA to be introduced at the GSA Smartpay conference. The tool will be useful in pulling data for reports, briefs, documents, etc. Be sure to look for the sessions, at the conference. .
	The new look and feel of EAGLS may be previewed at the GSA Smartpay. BOA is hoping to meet this deadline so they can teach APCs how to use the new screens. EAGLS will have fewer screens which will make it quicker and easier to navigate.
<b>3.</b>	<b>Delinquency Rate</b>
	Congratulations again on a job well done!! The lowest delinquency rate for the last three years, 3.57% for May 2004, previous stats; May 2003 was 4.68%, May 2002 was 8.09%.

Agenda #	Minutes
	Your hard work and dedication to the program are truly appreciated. Thank you all.
<b>4.</b>	<b>Travel Card Periodic Notices (TCPNs)</b>
	<p>Five TCPNs have been issued for the month of May</p> <p>#15-1 DOD Credit Limits</p> <p>#15-2 Restricted Cards</p> <p>#16 BOA Changes Forms</p> <p>#17 Unused Ticket Policy</p> <p>#18 Scam Alert From Visa/MC</p>
	Confirmed each TCPN had been received by the HL 3 and distributed to the lower level APCs
	Why can't APCs raise the limit on a restricted card to standard? <b>APCs have to justify and document why an increase is needed, by having the HL3 or CPM raise those card limits it lessens the chance of abuse.</b>
	<p>What can be done to speed the process for receiving credit of Unused tickets...IBA accounts run the risk of being cancelled by BOA because of the length of time it takes for airlines to credit individual accounts? <b>SPAWAR folks made a suggestion...they will access the credit file when credit has been issued but not transferred can they call the bank and give them the credit number so the bank will not suspend that cardholders account. The DON eBusiness office is aware of these issues; we will do further research with BOA and N41 and keep HL3s posted of any changes.</b></p>
<b>5.</b>	<b>HL3 General Discussion</b>
	Why do we discourage cardholder access to EAGLS? <b>Cardholder access is not discouraged, but it is up to the APC to provide cardholders access and if cardholders do not use their USER ID's for 90 days the ID becomes INACTIVE and the APC must go back into EAGLS to ACTIVE. If you have a large number of cardholders with ID's this could be more work for the APCs.</b>
	Why does it take so long to receive a USER ID? <b>BOA has a new online process, in some cases a cardholder has been able to receive access the same day he applies. Our office will send out instructions and the BOA job aid "Creating EAGLS User ID's for Cardholders".</b>
<b>6.</b>	<b>Next Teleconference</b>
	<p>The next GTCC HL3 Monthly teleconference will be held on 6 JULY 2004 at 2:00pm.</p> <p>Teleconference dial-in number: 1-888-818-9740</p> <p>Participant Code: 77032</p>